

Annual Report 2015



Diversity and Inclusion



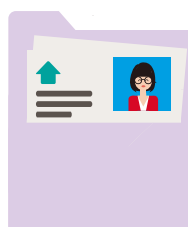
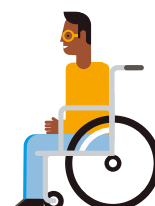
Welcome

The 2015 Australia Post Diversity and Inclusion Annual Report provides an overview of our workforce diversity profile, key initiatives and performance against our five focus areas: gender, Aboriginal and Torres Strait Islander Australians, people from culturally and linguistically diverse backgrounds,

people with disability, and people who identify as lesbian, gay, bisexual, transgender and intersex (LGBTI). This report is presented to the Minister for Communications and complies with the *Equal Employment Opportunity (Commonwealth Authorities) Act 1987*.

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Please note:

The diversity metrics presented in this report relate to Australia Post employees and do not include diversity data from employees working within our subsidiaries. Further information about our progress and approach to collecting diversity data from our subsidiaries can be found in the Diversity Census section on pages 2 & 3 of this report.



“Building a diverse workforce and an inclusive culture is, first and foremost, the right thing to do. I know that if our people feel respected and comfortable bringing their true self to work, they will be best placed to fulfil their potential. Furthermore, leveraging the diversity of our workforce is great for our business because it enables us to better reflect and understand our customers, as well as drives innovation and better decision making.

I am so proud of what we have achieved already in terms of building a diverse and respectful workplace as well as encouraging inclusion within the communities we serve every day. I strongly believe that continuing and strengthening our commitment to diversity and inclusion is critical to the future success of the Australia Post Group.”

Ahmed Fahour – Managing Director & Group CEO

Diversity and Inclusion at Australia Post

At Australia Post we are continually striving to build a diverse workforce that reflects the customers and communities we serve every day, as well as leverage this diversity by creating an inclusive and respectful culture for our employees. In doing this, we will understand our customers better, foster greater innovation and create a work environment where our people feel safe and inspired to do their best work.

In 2014–15, Australia Post continued to develop and deliver a range of diversity programs focused on building our female talent pipeline, improving employment opportunities for Aboriginal and Torres Strait Islander Australians, celebrating our cultural diversity, and building awareness about people with disability.

We are also proud to have launched our first lesbian, gay, bisexual, transgender and intersex (LGBTI) employee network – PostPride. The key activities and progress within each of these five focus areas are outlined in this report.

We also conducted Australia Post Group's first diversity census and launched the Real Stories Project: Our Australia – our campaign encouraging employees to share their stories of diversity and inclusion.



Rapinder, Nora, Priti & Fredisinda at StarTrack House, Sydney NSW, celebrating 'A Taste of Harmony'.

Diversity Census

In April 2015 we conducted the enterprise-wide diversity census, with two key objectives:

1. To validate and update our existing diversity data for Australia Post employees.
2. To collect diversity data, for the first time, from employees from our subsidiaries – StarTrack, Decipha and SecurePay – so that we can begin to understand the diversity profile of the Australia Post Group.

The census was voluntary and was offered in online and paper-based formats. All employees were assured that the information collected was confidential and would only be used for consolidated workforce reporting purposes and to help inform our diversity and inclusion programs.

It was pleasing to see that nearly 8,000 employees chose to complete the census, representing a 23 per cent response rate overall.

Real Stories Project: Our Australia

Following the success of the Real Stories Project: *Work Mate* (see page 16 of this report for more details), we launched the Real Stories Project: *Our Australia*. As part of this project we invited all employees across the Australia Post Group to share their stories of diversity, inclusion and respect. All stories will be judged and multiple winning stories selected to form a series of short films. We will use the film series to raise awareness of our inclusive culture at Australia Post.

For more information visit www.realstoriesproject.com.au



Results of the census

Australia Post

For Australia Post employees, key outcomes of the census included:

- 7469 employees chose to complete the census representing a 23 per cent response rate
- An additional 65 employees identified as Aboriginal and Torres Strait Islander (ATSI)
- An additional 650 employees identified as Culturally and Linguistically Diverse (CALD)
- The number of people disclosing a disability declined by 138 (we are currently undertaking further analysis to understand this result in more detail)
- 279 identified as Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) – this was the first time we have given employees the opportunity to share their LGBTI status

Having consolidated the diversity census results with our existing diversity information, the diversity profile for the **Australia Post workforce** as at 30 June 2015 is as follows:

	Number of employees	% of workforce
ATSI	557 + 49 trainees = 606	1.9%
CALD	8126	25.5%
People with Disability	2016	6.3%
LGBTI	279	0.9%

For **StarTrack**, **Decipha** and **SecurePay**, the diversity census provided us with the first opportunity to collect diversity information. We received 329 of 4,397 responses from StarTrack (7.5% response rate), 150 of 406 responses from Decipha (26% response rate) and 19 of 73

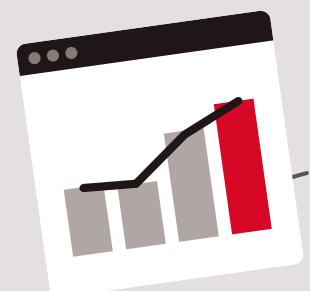
responses from Secure Pay (37% response rate). For data validity and confidentiality reasons it is important that we collect further diversity data from these businesses before we report on any of the diversity groups. Collecting this data will remain a key focus for FY16.

2015 Diversity say2action pulse survey results

75%

of our employees believe that our organisation values diversity.

This is an improvement of 5 per cent since 2014 and is above the Australian and New Zealand average of 73 per cent.



Gender

Highlights:

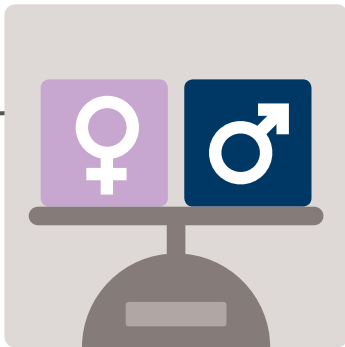
- Improved the representation of female Postal Managers, Facility Managers and Executive Committee members
- Over 500 women participated in our targeted female development programs
- Say2action revealed that 65 per cent of women across Australia Post are engaged compared to 56 per cent of men
- Developed our first Gender Action Plan (GAP) focused on continuing to drive positive change in ensuring gender equality

Outlook:

- Implementation of the GAP key initiatives
- Launch of our new award-level female development program – ProjectMe
- Building greater awareness of the need for gender equality within our business and our communities



From July 2014 to June 2015 we have seen an increase in the proportion of female:



Facility Managers from 25.3 to 30.8% (37 of 120)

Closing the gender gap at Australia Post

This year Australia Post continued to invest in and support our female talent to ensure we improve the representation of women across all levels of leadership.

We know that women represent an under-utilised talent pool that we can more effectively leverage. Australian women are among the most educated in the world but are among the most under-utilised in the workforce.

We also know that improving gender balance at Australia Post will allow us to better reflect, connect with and serve our customers. Women are responsible for the large majority of all online purchases, making them our largest customer segment.

Improving gender equality is the right thing to do and it is critical to the future success of our business.

From 30 June 2014 to 1 July 2015 we have seen an increase in the proportion of:

- Postal Managers from 47.6 to 50.9 per cent (137 of 269 employees)
- Facility Managers from 25.3 to 30.8 per cent (37 of 120 employees)
- Executive Committee members from 33.3 to 37.5 per cent (3 of 8 Executives)

Plus, our 2015 say2action survey revealed:

- 65 per cent of our female workforce are engaged (compared to Australia Post's overall engagement score of 60 per cent)
- 78 per cent of our female employees feel that Australia Post values diversity (compared to Australia Post's overall score of 75 per cent).

These positive results validate our continued investment in women across all levels of our business and the positive impact this has on improving gender diversity. Our female development programs have been specifically tailored to develop, engage and retain our female talent at critical points in their careers.

Horizon

In November 2014, we completed the inaugural Horizon program, designed to accelerate our high-potential female leaders into General Manager (GM) roles. This comprehensive leadership development program involved:

- extensive individual assessment against our General Manager success profile
- four full-day leadership development workshops focused on building specific GM competencies
- a series of career-focused round-table discussions facilitated by each of the Executive General Managers
- five coaching sessions with an external executive coach
- a final presentation and graduation with Managing Director & Group CEO Ahmed Fahour.

The success of the Horizon program is evidenced below.

- Five of the 17 participants have been promoted or have assumed expanded roles since starting the program.
- Only one Horizon participant has left Australia Post, representing a 94 per cent retention rate of this female talent pool.
- All participants believed the Horizon program met or exceeded their leadership development needs and aspirations.

TenProgram

Year 2014 also saw the rollout of our second TenProgram. This six-month formal mentoring program was designed to connect 10 of our high-potential Band 4 female talent with 10 Management Committee members from across the business. The program involved monthly one-on-one mentoring meetings focused on individual career development goals. It also included a series of round-table discussions facilitated by each of the TenProgram mentors, allowing all participants to connect with and learn from the mentors.

Since the start of the TenProgram, three of the 10 women have been promoted or taken on an expanded role. When surveyed, all participants felt that their mentor was a good match to support their development and all would recommend the program to others.

Xplore

Xplore is a leadership and career management program designed to build business relationships, organisational presence, resilience and leadership skills. The program launched in 2012 and to date 90 women have completed it.

Of the 38 women who completed the program in November 2014, we have achieved a 92 per cent retention rate of the future leadership talent pool. Furthermore, 26 per cent of participants have already been promoted to more senior positions.

“I thoroughly enjoyed my time in the Xplore program. The program provided me with the space to reflect on my career and to think about future career paths. I learnt about what drives me as a leader while identifying opportunities for development. It gave me the confidence to challenge myself. Meeting a great bunch of women and sharing experiences were just some of the highlights for me.”

Julien Jovancevski,
Head of Information Delivery Centre,
Information, Digital & Technology



Julien Jovancevski and Sharon Carroll, 2014 Xplore participants.

National Association of Women in Operations (NAWO)

NAWO is a not-for-profit organisation established to champion women in operations and grow the level of representation of talented women in operational roles. Over 45 Australia Post women in operational roles across Victoria, New South Wales, Western Australia and Queensland attended NAWO networking and professional development events.

In 2015, two of our senior Victorian Leaders, Theresa Smith, Area Manager Delivery, and Alysha McKenzie, Manager Road & Air Policy, were selected to participate in the NAWO Executive Leadership Program. This program equips participants with the skills, confidence and support to progress to more senior management and executive roles.



Alysha McKenzie and Theresa Smith, 2015 NAWO Executive Leadership Program participants.

my mentor and ProjectMe

With the completion of the fourth, and largest, my mentor program in October 2014 there was overwhelming feedback from participants who were eager to continue to invest in their own development and who were seeking direction on how to do this. This led to the establishment of our enterprise-wide my mentor Alumnae network. All 1,200 my mentor graduates were invited to join the Alumnae, which aims to encourage them to stay connected and continue to build on their learning.

Reflecting the positive impact of this type of program, Jessica Thompson, National Channel Manager, and Rebecka Solomon, Business Channel Manager, had already established an Alumnae for women in Customer Sales & Service. Together, they are responsible for creating a monthly newsletter containing inspirational quotes, tools and resources aimed at motivating the Alumnae to continue to invest in themselves. This newsletter is now distributed to the my mentor Alumnae across the Australia Post Group.

"I completed mymentor in 2011 and found it really valuable. It definitely helped me to advance my career and I was keen to find a way to stay connected with the other participants. Jessica initiated the idea of a newsletter and we have been producing these regularly since February 2012. It's great to now be able to share this information more broadly across the organisation."

Rebecka Solomon

As part of our commitment to ensure that we attract, develop and retain talented women, we are creating a new career development program for women across the Australia Post Group called ProjectMe. This program will replace and build on the success of my mentor in 2015 and incorporates content specifically for women managing their career at Australia Post.



Wendy Fauvel (mentor), and mentee and Rising Star recipient Angela Wraight, Southern Customer Contact Centre.

Male Champions of Change

In April 2014, our Managing Director & Group CEO, Ahmed Fahour, joined the Male Champions of Change group in Victoria. This group involves 22 Victorian CEOs getting together at least four times a year, under the guidance of Kate Jenkins (Victorian Equal Opportunity and Human Rights Commissioner) to discuss, agree and commit to stepping up beside women, to build a gender-equal world. As part of this commitment, Ahmed Fahour has conducted a series of focus groups with Australia Post women and men to get their thoughts on how our organisation is progressing in this area and what more needs to be done.



Make It Happen on International Women's Day

"Make It Happen" was the theme for International Women's Day 2015, encouraging effective action for advancing and recognising women.

Across the nation, we took time to formally reflect, celebrate and plan for continued progress towards gender equality, both at Australia Post and across the communities we serve every day.

In Melbourne, we took on the theme of "Make It Happen – for fairer recognition of women in sport". This was in line with our recent announcement to sponsor the Women's Stawell Gift. Our panellists included 100-metre Australian track and field champion, Melissa Breen; AFL's most senior female executive, Dorothy Hisgrove; and OneNetball Ambassador, Geva Mentor. Hosted by EGM Postal Services' Christine Corbett, together these women discussed the important role women play in sport and how we can improve gender equality overall.



Geva Mentor, Dorothy Hisgrove, Melissa Breen and Christine Corbett at the International Women's Day panel discussion.



Pictured from left to right: Geva Mentor, OneNetball Ambassador; Catherine Walsh, Australia Post GM Group HR & Safety; Melissa Breen, Australian track and field athlete; Robert Irvine, Stawell Athletics Club Official and Cate Campbell, Australian swimmer.

Supporting women in our community

The Australia Post Women's Stawell Gift

In 2015, Australia Post announced its sponsorship of the Women's Stawell Gift. The cornerstone of this partnership with the Stawell Athletic Club was the introduction of equal prize money across the men's and women's events. Until this year, the women's race included a prize pool of \$6,000 while the men's race prize pool was \$60,000. Now, thanks to Australia Post's sponsorship, they are both \$60,000.

Melissa Breen, the fastest-ever woman in Australia and a Stawell Gift competitor, said:

"Australia Post's sponsorship of the Stawell Gift has been amazing for our sport and women in general. I didn't think I would see the day that we would get equal prize money".

Charity Partners

The McGrath Foundation is one of Australia Post's 10 Matched Charity Partners, meaning Australia Post matches dollar-for-dollar donations made by employees (up to \$200 per employee per year). The McGrath Foundation raises money to place McGrath Breast Care Nurses in communities right across Australia, as well as increasing breast awareness in young Australian women.

Our StarTrack business has recently formed a partnership with the White Ribbon Foundation to assist in the campaign to end men's violence against women.

OneNetball

In 2014, Australia Post launched a partnership with Netball Australia known as the OneNetball program. Netball is the most popular sport for women in Australia and the OneNetball initiative aims to address participation barriers in netball. In particular, the program aims to encourage multicultural and Indigenous communities, people with disabilities, socioeconomically disadvantaged communities and regional and remote communities to get involved in the game.



OneNetball participants in NSW.

The Big Issue Women's Subscription Enterprise

This year Australia Post continued to support *The Big Issue* Women's Subscription Enterprise, which provides job opportunities for homeless, marginalised and disadvantaged women. Since 2013, we have engaged the women's enterprise to sort and collate thousands of Santa mail letters that come through before Christmas.

2014 Our Neighbourhood Community Grant Recipient

Organisation: The Uniting Church of Australia Property Trust (Parap, Northern Territory)

Funded: \$5,000 **Project title:** Recipes For Living

Profile

The grant will help to create a therapeutic program using food, art and storytelling to promote healing and build social connections for vulnerable women in Darwin who are living away from their own community.

Participants will include asylum seekers, refugee and Indigenous people. Recipes For Living will give voice to the experiences, stories and strengths of people who have

histories of trauma and are commonly marginalised in society, so that their voices can be acknowledged and documented and contribute to the lives of others who have experienced similar hardships.

Participants will draw on their knowledge and skills to share their favourite food and connect with others and will be invited to develop a “recipe for living” based on their personal experience.

Developing our Gender Action Plan

To accelerate our progress towards achieving gender equality, we developed a Gender Action Plan (GAP), which outlines our two-year strategy to improve the gender gap both within Australia Post and across the communities we serve. The GAP was initiated by a steering committee involving a male and female representative from every major business in our group. Together the group has produced a GAP that shares our gender journey to date as well as our commitments and actions moving forward. These commitments involve:

1. Opportunities: Creating employment and career development opportunities for women
2. Awareness and capability: Building greater awareness of the need for gender equality within our business and communities as well as improving capability to address gender inequalities
3. Accountability: Holding our leaders accountable for positive change.



Aboriginal and Torres Strait Islander Australians

Highlights:

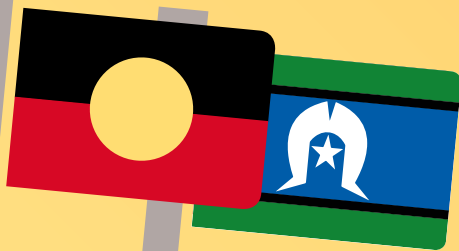
- Increased our Aboriginal and Torres Strait Islander workforce from 1.5 to 1.9 per cent
- Employed 140 new Aboriginal and Torres Strait Islander people through our award-level recruitment campaign
- Employed 51 Aboriginal and Torres Strait Islander people in our Christmas Casuals campaign
- Increased our traineeship program, with Consumer Sales & Services, from 18 to 49 trainees
- National implementation of Vocational Training and Employment Centre (VTEC) partners to increase our sourcing channels within our Mail Network
- Launched our Employee Care Program to provide essential support and mentoring to our existing Aboriginal and Torres Strait Islander employees and their managers
- Reconciliation and NAIDOC Week celebrations.



Outlook:

- Continue implementation of the Reconciliation Action Plan (RAP) measurable targets and actions
- Encourage Aboriginal and Torres Strait Islander trainees to become Australia Post employees
- Continue to increase our workforce to reach 2.1 per cent Aboriginal and Torres Strait Islander employees by July 2016

- Implement enterprise-wide culture education and awareness training program for employees
- Continue to build our partnership with CareerTrackers Internship Program

**Aboriginal and Torres Strait Islander employees (%)**

2014

1.5%

2015

1.9%**Our Journey Continues – Reconciliation Action Plan 2014–17**

This year Australia Post celebrated 26 years of formal commitment to improving the social and economic wellbeing of Aboriginal and Torres Strait Islander peoples and communities.

On 29 May 2015, Bob Black, Executive General Manager, Parcel Services, hosted a Reconciliation Week event at our Alexandria Business Hub in Sydney. The event also marked the 12-month anniversary of the launch of our third Reconciliation Action Plan. The Reconciliation Action Plan can be found at <http://auspost.com.au/media/documents/reconciliation-action-plan-australia-post-2014-17.pdf>

As at end June 2015, we have 557 Australia Post staff identified as Aboriginal and or Torres Strait Islander, plus a further 49 people in the Aboriginal and Torres Strait Islander Traineeship Programs for a total of 606 (this time last year our total was 493).

We have exceeded our EFY15 RAP employment target of 1.8 per cent and have now reached an Aboriginal and Torres Strait Islander workforce representation of 1.9 per cent. This growth reinforces Australia Post's commitment to providing meaningful employment and career opportunities for Aboriginal and Torres Strait Islander Australians. Accordingly, we are confident of reaching our three-year RAP commitment of 2.5 per cent representation by July 2017, which is equivalent to Australia's population parity.

auspost.com.au

**Our Journey Together
Reconciliation Action Plan
2014-2017**

Australia Post's commitment to:
Employment of Aboriginal and
Torres Strait Islander Australians
Services for Aboriginal and
Torres Strait Islander Communities
Recognition of the First Australians.



National Reconciliation and NAIDOC Week events

The Indigenous team, led by Chris Heelan, National Indigenous Manager, partnered with senior state and territory Australia Post leaders to host local Reconciliation Week events across the country including Melbourne, Perth, Adelaide, Brisbane and Sydney. The events allowed Aboriginal and non-Aboriginal staff to connect and celebrate our progress against the actions and targets in our Reconciliation Action Plan.

NAIDOC Week was once again celebrated at our organisation, with many localised events occurring across our facilities. This year Adelaide hosted our main NAIDOC celebrations, with a Breakfast function taking place at our Adelaide Mail Centre. Members of our South Australian and Northern Territory Aboriginal and Torres Strait Islander workforce and key external partners also participated in the National NAIDOC Awards and Ball event at the Adelaide Convention Centre.

Increasing our Aboriginal and Torres Strait Islander employee numbers – sourcing campaign

The Frontline Resourcing team and the Diversity and Inclusion team worked closely together to develop a targeted attraction and recruitment campaign focused on Aboriginal and Torres Strait Islander candidates. This resulted in 140 new external Aboriginal and Torres Strait Islander placements over a 14-month period (May 2014 – July 2015). On average 4.20 per cent of all monthly external placements were Aboriginal and Torres Strait Islander people. In the two months prior to this campaign launch, the figure was 0.77 and 0.98 per cent respectively.

The campaign was strengthened significantly through our partnership with Vocational Training and Employment Centres (VTECs). We have placed 16 VTEC candidates into employment with Australia Post and are looking to improve this figure.



National NAIDOC Ball and Awards, Adelaide, SA.

Karen Sheldon Training, VTEC partner

Karen Sheldon Training, a local Northern Territory VTEC partner, has been working with Australia Post to source work-ready Aboriginal and Torres Strait Islander people for our external employment opportunities.

Brian Garrihy, Manager NT for Postal Services, has placed five new Aboriginal and Torres Strait Islander people into employment through this partnership. He says:

“the reason behind the VTEC program success is that we are working with a common vision, helping others to succeed no matter what obstacles. But what makes the difference is that Karen's team is determined for candidates to achieve against all odds”.

Nicole Shackcloth, Operations Manager at Karen Sheldon Training, says, “All participants who have been placed with Australia Post are enjoying their new roles and have clear goals set. Australia Post, besides being a national organisation, is an exemplary local employer and demonstrates a conscious focus on making a difference within the community. Karen Sheldon Training and Australia Post have forged a strong partnership working together towards Closing the Gap on Indigenous employment disadvantage”.



Kirralee Bin Omar, Tyrone Sariago & Lara David.

The first Diversity Employment initiative with StarTrack at our Darra facility in Queensland has produced some very encouraging results. We have worked with our VTEC partner, Boystown, to place nine Aboriginal and Torres Strait Islander people into permanent roles. The successful candidates continue to receive mentoring support from both Australia Post leaders and Boystown to maximise their chances of success in their new roles.

Building our professional talent – CareerTrackers Indigenous Internship partnership

Tyler Cosgrove completed a 12-week summer internship with our Information Digital and Technology team. The partnership with CareerTrackers identifies pre-professional Aboriginal and Torres Strait Islander university students and links them with Australia Post to undertake a multi-year internship. Australia Post has identified this partnership to assist Australia Post build, over a sustained period, our professional Aboriginal and Torres Strait Islander talent. The intention is to offer permanent or graduate employment on completion of participants' degree program. Tyler Cosgrove has accepted an offer to join IDT in a full-time graduate role with Australia Post in 2015.



Australia Post Information Digital Technology employees at the 2014 Careertrackers Gala Dinner, Sydney.

Employee Care Program

Australia Post's new Employee Care Program for our Aboriginal and Torres Strait Islander employees is focused on improving engagement and reducing attrition. We recognise that a successful first 12 months of employment is critical to ensuring that employees have the best opportunity to navigate, engage and thrive in their role with Australia Post. Accordingly, this program outlines a full year of employee support provided by our Indigenous Employee Consultants who are in regular contact with new starters and their managers.

Career Coaching for Indigenous Employees

In late 2014 and early 2015, all existing Indigenous employees were individually contacted by our Post People 1st Career Coaching team and offered the opportunity to access career coaching.

The focus of this program was to understand their candidate and employer experience, identify development needs and create access and links to ongoing career opportunities and support through our experienced Career Coaching teams.

Building Employee Networks

To create a more connected Indigenous employee experience at Australia Post we have begun implementing Indigenous employee network meetings across our operations. The meetings will be held four times a year in every state and territory. They will provide an opportunity for all our Indigenous employees to join colleagues in a supportive and informing environment to hear from leaders of business and the community and gain information on organisational programs that can support their career and journey with Australia Post. These network meetings create a sense of community among our Indigenous employees.

Aboriginal and Torres Strait Islander say2action results

According to the 2015 say2action pulse survey, 71 per cent of our Aboriginal and Torres Strait Islander employees believe that our organisation values diversity.

This is an improvement of 7 per cent since 2014. Our overall Aboriginal and Torres Strait Islander employee engagement result was 65 per cent, an improvement by 8 per cent since 2014.



Employment through Aboriginal and Torres Strait Islander Traineeship Program

The expansion of our traineeship program continued with 49 Aboriginal and Torres Strait Islander adult and school-based (Years 11 and 12) trainees being hosted in our Consumer Sales & Service business. Our trainees, all postal services officers, are working with our retail colleagues.

The traineeship program began in 2007, and continues to build talent for employment with Australia Post. Trainees complete fully accredited national qualifications in business. AFL SportsReady Ltd and Maxima Ltd are our chosen national groups and registered training organisation partners.



Lee Hinton, Andrew Craig, Sarah Vickers and Tony Martin at the NSW AFL SportsReady graduation.

Supply Nation partnership

Australia Post is a partner of Supply Nation, connecting with and procuring more services from Aboriginal and Torres Strait Islander businesses and suppliers. This year, we again partnered with Melbourne-based Indigenous business Marcus Lee Design to work on the *rapup* newsletter editions, designing our new Australia Post Indigenous corporate wear and our Australia Post Indigenous Recruitment and Marketing campaign.

The campaign also involves Cox Inall Ridgeway, a specialist Indigenous communications, policy, research and project delivery agency. We worked again with Adelaide-based Indigenous owned and operated business, Print Junction, to print our 2014–17 RAP and the Diversity and Inclusion Annual Report. We continued to work in partnership with our procurement team to investigate new opportunities to support Aboriginal and Torres Strait Islander businesses.



Aboriginal and Torres Strait Islander Christmas Casual employment

Australia Post implemented a highly successful diversity initiative to increase the number of Aboriginal and Torres Strait Islander participants in the 2014 Christmas Casual employment program. We employed 51 people during this campaign.

rapup newsletter

Australia Post distributes a newsletter *rapup* to all our Aboriginal and Torres Strait Islander employees. Now in its third year of publication, *rapup* provides regular information on progress and implementation of the Australia Post RAP; it shares stories from our workforce and highlights the success of our programs. The newsletter is a valuable means of accessible communication to our geographically dispersed Aboriginal and Torres Strait Islander employees.

2014 Our Neighbourhood Community Grant Recipient

Organisation: Bowen Residents Action Group **Funded:** \$4,600

Project title: Bowen Community Technology Homework Centre (Orange, New South Wales)

Profile

The grant will help the organisation to continue to offer after-school activities, providing a welcoming and safe place for children to learn how to use computers, do their homework and receive assistance with reading.

All children are encouraged to express themselves and to excel in their education, sporting achievements and to look beyond their school and neighbourhood and have respect for themselves and others.

In addition to the after-school programs, adults regularly attend the centre seeking advice and assistance with tasks such as photocopying, computer lessons, letter reading and writing and conversational English to improve their language skills. Assistance is also provided with resumes and job applications.

All services are free of charge.

People with Disability

Highlights:

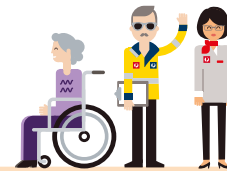
- Finalist in the National Disability Awards for our disability-awareness film, *Work Mate*
- Continued our commitment to the “Stepping into” internship program
- Received a positive rating from the Australian Network on Disability for our progress against our Accessibility Action Plan
- Working with Vision Australia to improve digital accessibility for our employees and customers



Outlook:

- Undertake a detailed analysis of the declining representation of employees with disability across the Australia Post Group
- Develop and launch our new Accessibility Action Plan





Australia Post is a leading employer of people with disability. Our Accessibility Action Plan is focused on building inclusion and accessibility for people with disability to employment opportunities, our products, services and facilities. This year the Australian Network on Disability (AND) conducted an independent review of our progress against our commitments made in the Accessibility Action Plan:

“Australia Post was able to provide evidence of significant progress across the board and should be proud of the efforts made to become a more disability-confident organisation and to consider people with disability in the development of products and services.”

Jason Barker

Deputy CEO Australian Network on Disability

Australia Post currently employs 2,016 people who have disclosed a disability, representing 6.3 per cent of our total workforce. This represents a decline since last year when 6.9 per cent of our workforce reported a disclosed disability. Our initial analysis reveals that this decline is due to:

1. Our ageing workforce transitioning into retirement – a large proportion of employees with a disability fall into the 50 years plus age category, many having transitioned or in the process of transitioning out of the workforce
2. A large number of people who previously had disclosed a disability in our diversity census now responding “no” to the disability question. Further investigation is under way to better understand this result.

Despite this decline, our current representation of 6.3 per cent still places us favourably against the Australian Public Service, which reports 3 per cent representation of employees with a disability.

Building disability awareness through *Work Mate*

Our main focus over the past 12 months has been to improve disability awareness through the development and rollout of the film, *Work Mate*. This project called for employees with a disability or their colleagues to submit inspiring stories about inclusion in the workplace. The winning story, featuring Charlie McConnell, a blind employee, was adapted into a short film called *Work Mate*.

In July and August 2014, the film was launched across the country with film premiers in Melbourne, Sydney, Perth, Brisbane and Adelaide. Since its launch, over 2,000 DVDs have been distributed to Australia Post managers nationwide. We gave a short survey to a sample of *Work Mate* DVD recipients and found:

80% respondents said that since viewing *Work Mate*, they were either considerably or to a great extent more confident than before about employing a person with a disability

87% respondents have shared *Work Mate* with someone else

97% respondents have engaged in discussion with staff or others about *Work Mate*.

Respondents rated *Work Mate* as considerably effective or to a great extent effective in:

79% = raising awareness of people with disability in the workplace

76% = raising awareness of customers with disability

79% = starting a conversation about disability

Additionally, Australia Post has been invited to showcase the Real Stories campaign and *Work Mate* as a case study at various conferences, events and forums to over 1,500 people. Charlie McConnell attended most of these events to share his story.

National Disability Awards

The success of *Work Mate* as a disability awareness tool was formally acknowledged at the National Disability Awards in December 2014. Australia Post was awarded one of three finalists out of over 200 nominations. Catherine Walsh, GM Group HR & Safety, Diane Utatao, National Diversity Business Partner, and Charlie McConnell were invited to attend an awards ceremony at Parliament House in Canberra. According to Catherine Walsh:

“*Work Mate* has become much more than a disability awareness training tool for Australia Post. It is delivering better outcomes for people with disability both inside and outside of Australia Post as it continues to create interest, challenge behaviour by breaking down stereotypes and build confidence which ultimately leads to greater respect and inclusion and improved employment opportunities.”



Diane Utatao, Charlie McConnell and Catherine Walsh in Canberra.

Work Mate has also won a number of international film festival awards and been acknowledged by the Hon. Nicky Wagnor, Minister for Disability Issues, New Zealand, and Senator Mitch Fifield, the Assistant Minister for Social Services, Australia.

Stepping into the university internship program

This year we continued our partnership with the Australian Network on Disability (AND) and employed our second intern through “Stepping into” – a program that provides practical work experience for talented students with disability who may otherwise face significant barriers to finding employment. This year’s successful intern was Andrea Procopia who took on a role at our StarTrack business. Andrea’s internship was so successful she has been offered a graduate role commencing in 2016. Next year, we plan to take on two “Stepping into” interns.

“The ‘Stepping into’ internship I participated in at Australia Post has allowed me to gain work experience related to my university degree. Previously, my work experience was limited as a result of my disability. This experience will allow me to become a competitive candidate for graduate roles, and possibly do a Masters degree. Since undertaking the internship, I have been offered a graduate role commencing in the New Year.”

Andrea Procopia



Jean Ellison, Andrea Procopia and Bryony Shippard from StarTrack, NSW.

Improving digital accessibility for our employees and customers

Over the last 12 months, our digital teams have worked closely with Vision Australia to make sure that our websites and digital assets meet the Web Content Accessibility Guidelines 2.0.

In July 2015, Australia Post received a Statement of Accessibility from Vision Australia, certifying the auspost.com.au website Level AA compliant, with 95 per cent of total site visits to all Australia Post websites accessible for people with disabilities.

For us to achieve this status, Vision Australia conducted a series of in-depth audits and provided guidance for our web developers to address issues identified. To maintain our accessibility rating, we will conduct six-monthly audits of our major websites.

2014 Our Neighbourhood Community Grant Recipient

Organisation: Self Help Workshop Inc (Youngtown, Tasmania) **Funded:** \$9,920

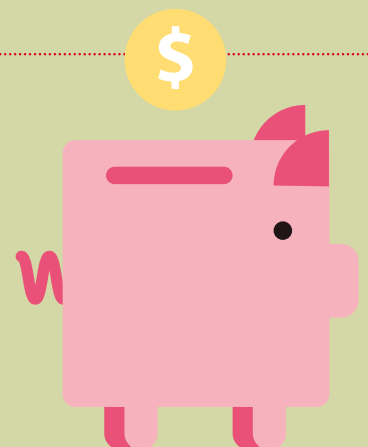
Project title: Learning skills for life at work – Hospitality and Training Hub

Profile

The funding will be used to provide training in independent living skills for adults with an intellectual disability and aims to ease the burden on carers and increase the capacity of people with a disability to pursue careers in the hospitality and tourism sector.

Over 12 weeks the participants will take part in activities in Self Help Workshop's commercial kitchen and onsite training room to learn and practise a range of independent living skills including grocery shopping, food preparation and hygiene.

This program provides a foundation for those who wish and have the capacity to pursue accredited training in hospitality so they can get practical jobs working in Tasmania's growing hospitality and training sector.



Culturally and Linguistically Diverse

Highlights:

- Recorded our highest number of A Taste of Harmony registrations
- say2action survey showed 80 per cent of our CALD employees feel that Australia Post values diversity
- Employed 30 people from a refugee background as part of the Christmas Casuals program

Outlook:

- Continue to celebrate and promote our cultural diversity





31,870 people from
140 nations, speaking
over 64 languages

We value and embrace cultural diversity at Australia Post and are fortunate to have a workforce of 31,870 people from 140 nations, who speak over 64 languages. We really do reflect the Australian community with a total of 8,126 employees (25.5 per cent) from culturally and linguistically diverse (CALD) backgrounds.

Celebrating our cultural diversity

For the third consecutive year we sponsored and participated in A Taste of Harmony. This event plays an important role in celebrating cultural diversity and this year Australia Post reached a new participation record with 202 registrations across our offices, facilities and outlets nationally.

We encouraged our people to share stories and photos of their A Taste of Harmony events as a way to encourage other workplaces to participate. The story that most captured the spirit of A Taste of Harmony was submitted by Civic Square Post Office in Canberra ACT who shared food, stories and recipes to learn more about their cultural backgrounds which included: Australian, Bengali, Indian, Irish, New Zealand, Polish, Ukrainian and Zimbabwean.

We were pleased to invite the team from Civic Square to enjoy dinner with Guy Grossi, chef and A Taste of Harmony Ambassador. According to Guy "Celebrating our cultural differences is a way of accepting and bringing people together and it makes our lives and relationships more meaningful."

With an increased focus on promoting A Taste of Harmony more broadly across the Australian community our Netball and AFL Multicultural Ambassadors joined us in promoting the event on social media. They encouraged workplaces, schools and communities to share food from and stories about different cultural backgrounds.



A Taste of Harmony – Logan Central Post Office, QLD.



Connecting with our people

say2action

For the fourth consecutive year the say2action survey was offered in four languages: English, Tagalog, Vietnamese and Chinese (Traditional).

The say2action results showed that 61 per cent of our CALD workforce are engaged (compared to Australia Post's overall engagement score of 60 per cent). Additionally, 80 per cent of our CALD employees feel that Australia Post values diversity (compared to Australia Post's overall score of 75 per cent and the Australia and New Zealand benchmark of 73 per cent).

Translating important Australia Post Superannuation Scheme information

Given the technical nature of superannuation this year we translated five of our most popular APSS member Fact Sheets into Vietnamese, Tagalog and Traditional Chinese. The translated topics are:

1. Boost your Super Savings
2. Making the most of your Super
3. What happens to your pension when you die?
4. Who gets your Super when you die?
5. Getting ready for retirement (to be published 1 July in accordance with legislative changes).

Catherine Elmes, Manager, Superannuation Services & Strategy, says that, "we hope that these fact sheets will assist APSS members and their families to make informed decisions about their super and depending on the demand, we will consider translating further topics in future".

World Wide English

Launched three years ago, World Wide English, an interactive, self-paced online English training course, offered by Post People 1st, has now been accessed by 224 employees. The course caters for English language levels from beginner to intermediate and can be accessed at work or home. Topics include speaking, listening, reading and writing skills.

Working the Australian way

Australia Post again partnered with multicultural services provider AMES and a number of other organisations to deliver workshops to help newly arrived professionally skilled migrants better understand the Australian workplace and what is required to gain and keep employment. Our recruitment professionals participated in workshops, conducting mock interviews and providing feedback to the participants.

Connecting with our community

Christmas Island Lunar New Year stamp issue

The Lunar New Year stamp series is created for the Australian territory of Christmas Island, which has a high proportion of permanent residents of Chinese descent. Australia Post produced the first Christmas Island Lunar New Year stamp issue in 1994 – Year of the Dog. The 45 cent stamps issued were designed by Yen Lau.

This year, to celebrate the Year of the Goat, we released a Lunar New Year stamp issue featuring the Chinese character for the goat. This appears on the \$2.10 stamp and its pictorial representation is on the 70 cent stamp.

Australia Post Philatelic Manager, Michael Zsolt, says, "This year's Lunar New Year stamp products have been designed in keeping with Chinese traditional design and customs. The products, including a postcard, give everyone an opportunity to send wishes of good fortune and health to family and friends, both here and overseas".





Postie bikes get second life

In June we donated 110 upcycled vintage-style postie pushbikes to charities that provide support services for refugees and asylum seekers living in Melbourne, Brisbane and Adelaide.

The bikes received a makeover to ensure that they are safe and comfortable for their new owners, and RACV donated new bike helmets to accompany each.

Barney Frankland from the Asylum Seeker Resource Centre (ASRC) in Footscray, Victoria, said the bikes would be used to help asylum seekers get to essential medical and welfare appointments at the ASRC. “For our members who manage to find work, having one of these bikes will mean they can get to and from work while they get back on their feet. With the Australia Post and RACV donation, the Asylum Seeker Resource Centre now has more than enough bikes to last for a year.”



Col Hindle and Peter Bass at the Asylum Seeker Resource Centre, Melbourne.

Ucan2 mentoring and employment

Since 2010, we have supported the Foundation House Ucan2 program. Ucan2 aims to increase education, training and employment options for young people aged between 16 and 24 years from a refugee background.

Over an eight month period our employees mentor young people to help them integrate into Australian life. This year 27 employees participated. The experience is as valuable for our mentors as it is for the young people, offering them the opportunity to develop new skills and give back to the community in a tangible way. To date 107 employees have participated in the program.

This year 30 Ucan2 participants had the opportunity to work at Australia Post during our peak period in December.

AFL Multicultural Ambassadors

Australia Post continues to be the official Community Inclusion partner of the AFL. Together Australia Post and the AFL share a strong commitment to celebrate cultural diversity and recognise how multiculturalism enriches and connects communities across Australia.

Australia Post and the AFL work together to promote the Multicultural Round, expand the reach of AFL Community Camps and provide resources for school-aged children. The Australia Post AFL Multicultural Ambassadors also celebrate the AFL Multicultural Round, visit local schools, community groups and our workplaces as well as participate in a school letter-writing program.

2014 Our Neighbourhood Community Grant Recipient

Organisation: Filipino-Australian Foundation of Qld Inc (FAFQ)
(Coopers Plains, Queensland)

Funded: \$4,000 **Project title:** Job Focus – Job Hunting Skills Seminar

Profile

Funds will be used to purchase new IT equipment to run workshop seminars for local migrants and refugees to prepare them for employment in Australia and to assist them in the settlement process.

The seminars will highlight opportunities for volunteering, further education and starting small business as well as assist with preparation for seeking employment including resume creation and interview techniques.

Lesbian, Gay, Bisexual, Transgender, Intersex

Highlights:

- Launch of PostPride network
- Midsumma Festival sponsorship
- Australia Post participation in the Melbourne Pride March

Outlook:

- Implementation of PostPride Steering Group
- Continued celebration and promotion of LGBTI inclusion
- Encourage participation in national Pride March events





PostPride ensures that our workplace culture continues to be one of inclusion and respect

PostPride launch

In 2015, we launched PostPride, our Lesbian, Gay, Bisexual, Transgender, Intersex network for all employees (LGBTI and straight Allies). PostPride ensures that our workplace culture continues to be one of inclusion and respect and allows our employees to be actively involved in the direction of key initiatives. We want everyone to be able to bring their whole selves to work every day so we all thrive.

“We have always been here and including us visibly and proactively means we will feel safe and will be able to fully contribute our diverse outlooks and talents to Post.”

PostPride member

Current activities include a review of policies, training and processes for LGBTI support and advice, promoting employee and community stories and recognising important dates.

Midsumma Festival

To mark the start of our PostPride journey, we became a supporting partner of the Midsumma Festival – a celebration of queer art and culture across Melbourne and regional Victoria.

Australia Post was one of the stall holders at the festival's Carnival Day in January, which attracted more than 100,000 visitors.



PostPride members at the Melbourne Pride March, February 2015.

Our stall featured artists Deiter Barry and Matto Lucas, who transformed a regular post box and postie bike into works of art. These items have both been donated to Midsumma to auction, with the proceeds going to next year's festival.

Continuing the celebrations, employees, family and friends walked and rode together in the Pride March in February along with other community organisations and individuals.

FIRST10 employment guide

PostPride members worked together to develop information for *FIRST10*, a careers and education guide for secondary school career advisors. This publication aims to help students between Years 9 and 12 make better and more educated decisions about their future career and education options.

FIRST10 enabled us to build an important partnership with secondary schools to ensure that we are seen, heard, and importantly, considered as an employer of choice by young people.

Flexibility and Support Tools

Australia Post continues to provide a range of flexibility options for all employees. Our Workplace Flexibility Policy helps to facilitate flexible work arrangements and assists us in attracting, engaging and retaining the right people at Australia Post. We also offer a Flexibility at Post Toolkit for managers to enhance their understanding of employees' legal obligations and how they can employ different techniques to think laterally about the opportunities that flexibility can bring to their work area. It is essential that we continue to build a flexible culture and equip our leaders with the skills and mindset to think openly about flexible work arrangements.

According to the 2015 say2action survey 71 per cent of employees believe their line manager is open to adjusting their work schedule so they can balance commitments outside of work (this is an improvement from 62 per cent last year).

Supporting Australia Post parents

Maternity and Paternity Leave

Female employees at Australia Post who have had more than 12 months continuous service are offered 14 weeks maternity or adoption leave at full pay or 28 weeks at half pay. This year 502 female employees took maternity leave compared to 558 the previous year. Fathers are offered two weeks unpaid leave. This year 155 male employees took paternity leave, a slight decrease on the 161 who took paternity leave last year.

Executive-level Parental Leave Coaching

This year we continued to provide executive-level women with the opportunity to access Parental Leave Coaching. This involves individual support directed at their personal needs and business requirements in relation to:

- preparing for the transition to parental leave
- remaining connected with the workplace while on leave

- successfully managing their return and re-engaging in the business.

Next year we plan to create a panel of internal parental coaches (employees who have experienced parental leave and are willing to offer support and advice) so that new parents from across our organisation can benefit from others' learnings as they transition to and from parental leave.

Post Parent Forum

This year we piloted a series of Post Parent Forums at our 111 Bourke Street headquarters. The purpose of these sessions is for parents to come together to provide support and advice to each other and discuss the challenges of balancing parenting with work. So far over 50 employees have been involved in these forums and have found them invaluable. Accordingly, we are now exploring means to expand beyond headquarters and set up similar forums across other states.

ParentalReady Toolkit

The ParentalReady Toolkit is available to all employees and provides guidance for expectant employees, managers, fathers and partners to help navigate the parental experience.

Other flexibility offerings

For Australia Post flexibility is not just about supporting parents but is also about our commitment to offer work-life balance opportunities to all our employees. Accordingly, we have continued initiatives such as 48/52 or Purchased Leave, employment breaks, transition to retirement and Carer's Leave.

48/52 or Purchased Leave

Leave scheme 48/52 provides an additional four weeks of unpaid leave in a year to give employees the opportunity to better balance their work and private life. An employee accessing 48/52 will receive their normal base fortnightly salary, but with an automatic deduction for a 12-month period to cover the four weeks without pay. All permanent full-time and part-time Australia Post employees can

apply for this 48/52 leave. This year 1,865 employees took Purchased Leave compared to 2,404 last year.

Employment Break

The Employment Break provision allows employees to take a lengthy break from the workforce for family reasons. It recognises that we all experience changing life circumstances that, while temporary, may demand full-time attention. Employment breaks help staff take time out to cover these periods with the security of a job to return to. An employment break may be for a period of three months to a maximum of three years. This year 165 employees opted to take an employment break, which was an increase from last year (146).

Transition to Retirement – Create Your Future

Given that more than 50 per cent of our workforce are aged 45 and over, our transition to retirement initiative, Create Your Future, is critical in supporting our retiring employees as well as ensuring that we adequately retain and transfer their valued skills and knowledge. The program aims to support mature-age employees to make important decisions and plan for later-in-life career and retirement changes. This year 226 employees experienced either a face-to-face or online version of the program.

Carer's Leave

Carer's Leave is available to employees who need to care for a member of their immediate family or household who is sick or requires care due to an unexpected emergency. This year 10,458 employees accessed Carer's Leave compared to 10,316 last year.

Part-time employment

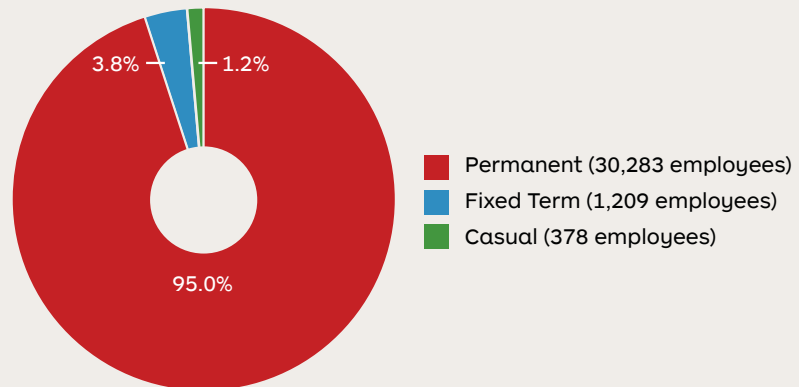
Employees can request conversion from full-time to part-time employment to achieve a balance between their work and personal needs for either a fixed period or as a permanent arrangement. This year 74.9 per cent (23,600) of our workforce were full-time permanent and fixed-term employees and 25.1 per cent (7,892) were in part-time permanent and fixed-term roles.

Workforce representation (Gender, ATSI, CALD, PWD)

As at 30 June 2015, the Australia post workforce (not including subsidiaries) comprised 31,870 employees. This is a decrease from the previous year of 32,499.

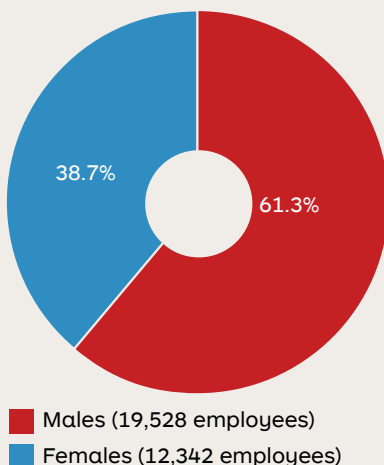
Type of employment

Type of employment

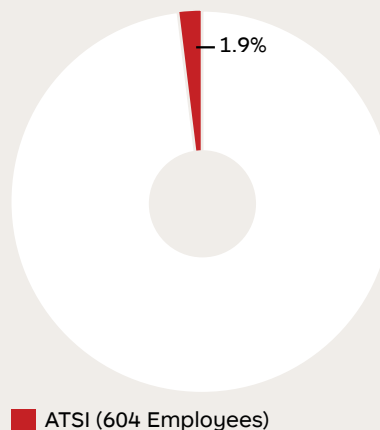


Diversity Groups

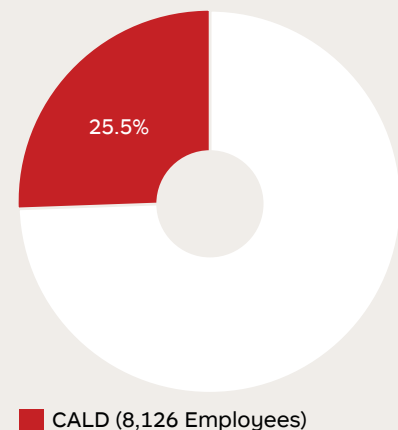
Gender



Aboriginal and Torres Strait Islander (ATSI)

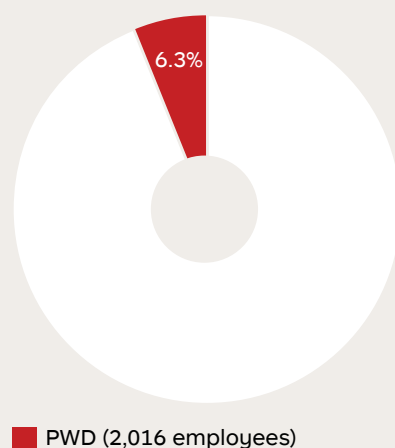


Culturally and Linguistically Diverse

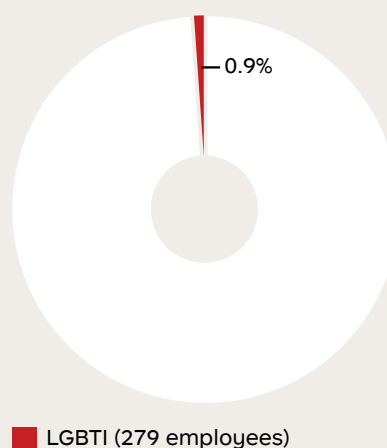


Diversity Groups

People with Disability (PWD)



Lesbian, Gay, Bi-sexual, Transgender and Intersex (LGBTI)



Partnering with Aboriginal and Torres Strait Islander suppliers

As part of our commitment to building sustainable partnerships with Aboriginal and Torres Strait Islander business, Australia Post is a signatory to Supply Nation to actively procure services from suppliers that are Aboriginal and Torres Strait Islander owned, managed and controlled. This year's Annual Diversity & Inclusion Report has been printed by certified Supply Nation supplier, Print Junction.



